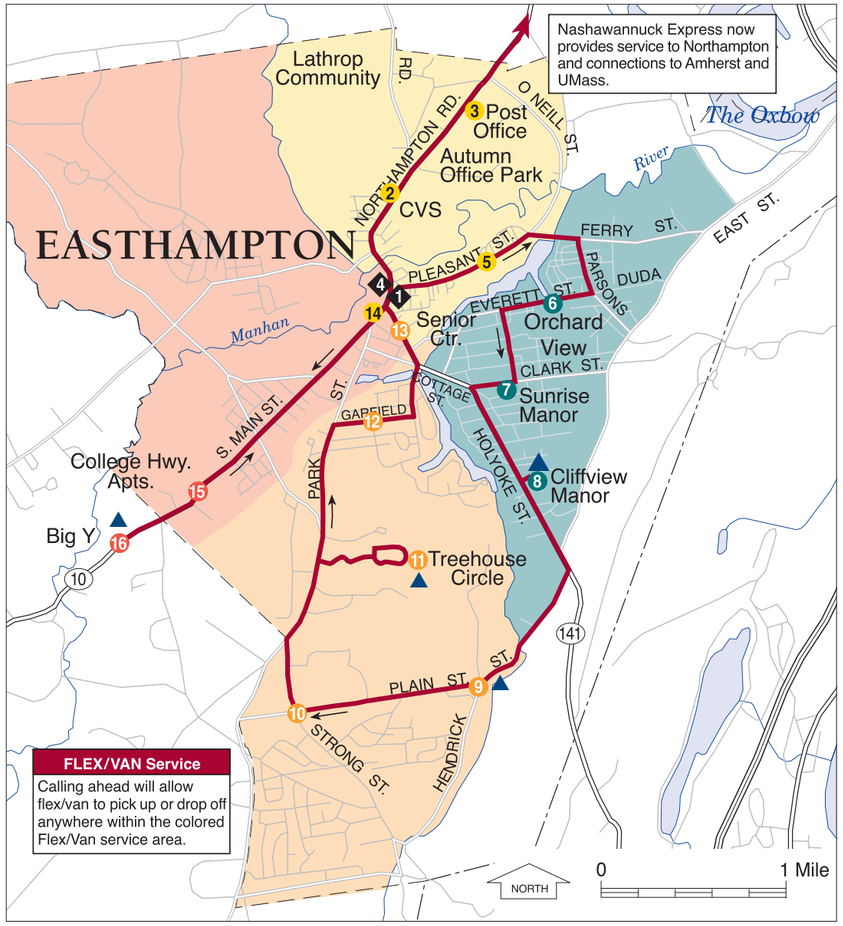

Standard Route of the FLEX/VAN.

Easthampton Flex/Van Service Areas

10 Flex/Van Bus Stops

1 Transfer Point between Flex Service and

On-demand Stop

HOW TO USE FLEX/VAN

There are FOUR easy ways to use Flex/Van:

1. Flex/Van Bus Stops

If your trip origin and destination are near a Flex/Van stop identified on the map, simply go to the closest stop and wait for the bus. Each of these locations has a sign that identifies it as a Flex/Van stop. The schedule lists departure times for all key stops (timepoints). To ensure that you do not miss the bus, plan to arrive at your stop 5 minutes early.

2. On-Demand Bus Stops

In addition to the designated bus stops, there are some locations that are on-demand bus stops. Passengers wishing to go to any of these locations should tell the driver as they board the bus. The driver will reroute the bus to deliver the passenger. For service from these locations, simply call 413-323-6100 and the next available bus will be rerouted to pick you up. Please see the map for locations of on-demand stops.

3. Schedule a Trip

If you cannot get to a Flex/Van stop, or if your destination is not close to a stop, you can still use Flex/Van. Just call 413-323-6100, Monday through Friday, and a Customer Service Agent will work with you to route the bus closer to where you live or want to go. Initially trips need to be scheduled the day before, but for best results, reservations should be made a few days in advance. You may be asked to get on or off the bus at a location that is within a few blocks of your origin or destination. Some locations are not accessible to Flex/Van buses. Except for the on-demand stops, all requests for service to locations not directly on a route must be made in advance. Drivers cannot make unscheduled route changes. Flex/Van will meet you at the curb of your pickup location. If you are not at the pickup point, the bus will not wait.

4. Place a Standing Order

If you plan to make the same trip regularly, you can place a standing order with our Flex/Van office. Once your standing order is confirmed, a Flex/Van bus will pick you up as requested until you cancel the standing order. To place a standing order call 413-323-6100, between 8:00 AM and 4:00 PM, Monday through Friday.

Transfer Policy

You may transfer from the Flex/Van route to any PVTA route. If you are going to transfer, purchase a transfer from the operator at the time you pay your fare. Transfers are good for 90 minutes, and never for a round-trip or stopover.

How to Change or Cancel a Reservation?

If you need to cancel or change your reservation or standing order for a Flex/Van trip, please call 413-323-6100 at least 3 hours before the scheduled trip. Cancelling less than 3 hours before your scheduled pickup or not showing at pickup location will be considered a missed trip. Passengers with 3 missed trips within 30 days will be denied the privilege of requesting reservations for 30 days.

NE Nashawannuck Express Flex/Van Service

Monday thru Sunday

Effective 8/24/24

- Academy of Music
- Easthampton Senior Center
- Sunrise Manor
- Big Y

PVTA

Pioneer Valley Transit Authority

413-781-7882 or 877-779-7882

TTY: 877-752-2388

TTY (Español): 866-930-9252

www.pvta.com

Effective 8/24/2024

NE

NASHAWANNUCK EXPRESS — EASTHAMPTON

BIG E'S SUPERMARKET	CVS/RT 10	POST OFFICE	ACADEMY OF MUSIC	OLD TOWN HALL	PLEASANT & RIDGEWOOD	ORCHARD VIEW	SUNRISE MANOR	CLIFFVIEW MANOR	HENDRICK & PLAIN	STRONG & PLAIN	TREE-HOUSE CIRCLE	PARK & GARFIELD	SENIOR CENTER	MAIN & WRIGHT	COLLEGE HWY APTS	BIG Y
1	2	3		4	5	6	7	8	9	10	11	12	13	14	15	16
MONDAY THROUGH SATURDAY																
—	—	—	10:45	11:00	11:03	11:05	11:09	11:13 ▲	11:15	11:17	11:18	11:21	11:23	11:26	11:29	11:55
12:00	12:04	12:08	12:15	12:30	12:33	12:35	12:39	12:43 ▲	12:45	12:47	12:48	12:51	12:53	12:56	12:59	1:25
1:30	1:34	1:38	1:45	2:00	2:03	2:05	2:09	2:13 ▲	2:15	2:17	2:19	2:25	2:27	2:30	2:33 ▲	2:55
3:00	3:04	3:08	3:15	3:30	3:33	3:35	3:39	3:43 ▲	3:45	3:47	3:49	3:55	3:57	4:00	4:03 ▲	4:25
4:30	4:34	4:38	4:45	5:00	5:03	5:05	5:09	5:13 ▲	5:15	5:17	5:19 ▲	5:25	5:27	5:30	5:33 ▲	5:55
6:00	6:04	—	6:15	6:30	6:33	6:39	6:43	—	6:46	6:48	6:50 ▲	6:54	—	6:55	—	7:05
7:10	—	—	7:20	7:30	7:33	—	7:39	—	7:45 ▲	7:48	7:51 ▲	7:55	7:58	—	—	—
8:00	8:04	—	8:15	—	—	—	—	—	—	—	—	—	—	—	—	—

NASHAWANNUCK EXPRESS — SUNDAY

BIG E'S SUPERMARKET	CVS/RT 10	POST OFFICE	ACADEMY OF MUSIC	OLD TOWN HALL	PLEASANT & RIDGEWOOD	ORCHARD VIEW	SUNRISE MANOR	CLIFFVIEW MANOR	HENDRICK & PLAIN	STRONG & PLAIN	TREE-HOUSE CIRCLE	PARK & GARFIELD	SENIOR CENTER	MAIN & WRIGHT	COLLEGE HWY APTS	BIG Y
1	2	3		4	5	6	7	8	9	10	11	12	13	14	15	16
SUNDAY																
—	—	—	10:45	11:00	11:03	11:05	11:09	11:13 ▲	11:15	11:17	11:18	11:21	11:23	11:26	11:29	11:55
12:00	12:04	12:08	12:15	12:30	12:33	12:35	12:39	12:43 ▲	12:45	12:47	12:48	12:51	12:53	12:56	12:59	1:25
1:30	1:34	1:38	1:45	2:00	2:03	2:05	2:09	2:13 ▲	2:15	2:17	2:19	2:25	2:27	2:30	2:33 ▲	2:55
3:00	3:04	3:08	3:15	3:30	3:33	3:35	3:39	3:43 ▲	3:45	3:47	3:49	3:55	3:57	4:00	4:03 ▲	4:25
4:30	4:34	4:38	4:45	5:00	5:03	5:05	5:09	5:13 ▲	5:15	5:17	5:19 ▲	5:25	5:27	5:30	5:33 ▲	5:35
5:40	5:44	—	6:00	–	–	–	–	—	–	–	–	–	—	–	—	–

▲ On demand stops. Call 413-323-6100 for a pick up.
The bus stops at the Hilltown Cooperative Charter School Monday - Friday at 3:10 and 4:40 PM
Due to traffic and weather conditions, times are subject to change.

Stand at the stop, or the designated location, if you have made a reservation. Please have the exact fare ready when you board the bus. Flex/Van drivers do not carry change. To leave the bus, simply pull the yellow cord located above the window one block before you wish to exit. All Flex/Van buses are wheelchair accessible and priority seating is available. Hearing impaired individuals may contact Flex/Van through TDD at 413-323-6100.

Welcome Aboard!/¡Bienvenido a bordo!

www.pvta.com/schedules — Save paper! View bus schedules online./¡Ahorra papel! Vea los horarios de los autobuses en línea.

Accessibility/Accesibilidad —All buses and vans have an ADA boarding ramp or lift. All customers are welcome to use them. All buses have equipment to secure wheel chairs and scooters; audio stop announcements; and visual stop displays./Todos los autobuses tienen rampa de acceso de ADA. Todos los clientes pueden usarlas. Todos los autobuses tienen: equipo para aseguar las sillas de ruedas y scooters; anuncios auditivos y visuales de parada.

Title VI/Título VI — Customer Service 413-781-7882 or www.pvta.com/titlevi to place Title VI complaints/Para presentar quejas de Título VI.

Lost & Found/Objetos Perdidos

Springfield/Holyoke areas:	413-788-8630
Northampton:	413-586-3548
Amherst/UMass:	413-545-0056
Ware-Palmer-Easthampton:	413-323-6100

Fares/Tarifas

1 Ride/viaje:	$1.50
Transfers/Transferencias (90 minutes):	$ .25
1-day Pass/Pase de 1 día:	$3.50
7-day Pass/Pase de 7 días:	$15.00
31-day Pass/Pase de 31 días:	$54.00
31-day Elderly & Disabled Pass/ Pase de Ancianos y Discapacitados:	$26.00
Children 6-12/Niños de 6-12:	$ .90

Children under 6/Niños menores de 6: Free with adult/Gratis con un adulto

PVTA Senior-Disabled ID or TAP card/Personas de edad avanzada o discapacitadas con ID de PVTA o tarjeta de TAP: $ .75 (transfers/transferencias: $ .10)

HOW DOES THE FLEX/VAN WORK?

The Flex/Van is a type of transit service that provides scheduled dependable service to fixed bus stops but also allows for the bus to travel closer to the passenger starting or ending point. The Flex/Van travels from stop to stop at times indicated on the schedule. In between stops the Flex/Van may be rerouted to pick up and drop off passengers at locations that are not directly on the route. For more information about how the Flex/Van works call 413-323-6100

HCC STUDENTS

Show a valid HCC Identification Card and ride the bus for free! Spring & Fall Semesters ONLY.

NO SERVICE ON THE FOLLOWING DATES:

New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving, Christmas Day,